



## Member Online Services

Horizon Blue Cross Blue Shield of New Jersey gives you the tools you need to manage your health care benefits online.

Sign in to Member Online Services at **HorizonBlue.com/shbp** to:

- Review the status of claims.
- View Explanation of Benefits (EOB) statements.
- Sign up to receive EOBs securely online.
- Update your personal information.
- Enter other health insurance coverage information to ensure proper coordination of benefits.
- View and print a member ID card.
- Track your deductible and out-of-pocket maximums.
- Review covered benefits.
- Use our Treatment Cost Estimator to estimate out-of-pocket costs before you receive care, if eligible.
- Rate your doctor and read other member reviews of doctors.
- Access the *NJWELL Rewards* page.

## Questions?

Get answers to frequently asked questions at **HorizonBlue.com/FAQs**. If you can't find an answer to your question, send us your question through our secure Message Center. Simply sign in to Member Online Services and select *My Message Center*. You will receive a response within two business days.

For help with Member Online Services, email **member\_portal@HorizonBlue.com** or call our eService Help Desk at **1-888-777-5075** from 7 a.m. to 6 p.m., Eastern Time, Monday through Friday.

## SAFE AND SECURE

**We use the latest technology to keep your personal information confidential and secure. Create your online account with a unique password and be assured your information is safe.**